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**Drop-In Guidelines**

**for Students**

**During COVID-19 period**

**Please read this document carefully.** If students have questions about the points below, they should email englishlanguage@lincoln.ac.uk for further clarification.

**About the Service**

* A drop-in/consultation is a service for EU and international students requiring assistance with any form of the English language primarily in an academic context. Although the majority of students use the service for academic writing, it is not limited to this one feature.
* The sessions are primarily based on language. However, students can also request guidance on study skills e.g. referencing. Students interested in improving their study skills may also benefit from visiting the University of Lincoln Library and Academic Subject Librarians who also offer drop-in sessions.
* All English Language Centre tutors are experts in English language and will provide as much support and guidance as they can.

**Eligibility**

* Students who meet all the following criteria are eligible to use the drop-in service:
	+ Enrolled on a degree course at the University of Lincoln
	+ First language is not English
* If you are unsure of your eligibility to use this service, please email englishlanguage@lincoln.ac.uk, providing your full name and Student ID number.

**Since 17th March 2020 all ELC services have moved online. Both teaching and Drop-in sessions are now done remotely and will continue to be so until further notice. Please read the guidelines below carefully:**

**What is an online Drop-in?**

An online Drop-in is **either:**

* A video talk via Microsoft Teams with an English Language Centre Tutor (please ensure you are indoors in a suitable and quiet place for the video call)

**OR**

* Comments on how to improve your work which are emailed to you.

Remember **you cannot have both in one Drop-in.** If you want a video talk with a tutor about their comments on your work, **you need to book this as a separate Drop-in.**

You are entitled to two Drop-in sessions a week (1 emailed comments and feedback + 1 video call OR 2 video calls). If you choose to have written feedback and comments emailed to you **plus** a video session to discuss these with a tutor, **this counts as two Drop-in sessions**. In this case, you will have to wait until the following week for more support from the ELC team. Please bear this mind when you book more Drop-in sessions.

**How do I book a Drop-in?**

* First, book a slot on the **online Drop-in form** (<https://elclincoln.simplybook.me/v2/>). This can also be found on our website (<https://elc.lincoln.ac.uk/drop-in-sessions/>) under the ‘Book an Appointment’ button.
* Next, select **send your work via email** to englishlanguage@lincoln.ac.uk at least **one working day** before your Drop-in. **If you send your work on the day of your Drop-in, it will not be checked.**
* Drop-in sessions are limited to a **maximum of 500 words.** If you have a piece of work that is longer than 500 words, you need to **highlight and make clear which area of the work you want tutors to look at.** If this is not done, **the work will be returned to you**. Please do not ask tutors to comment on more than 500 words as this will be refused.
* If your piece of writing is a short essay or report, you can only send a total of **no more than 500 words from the same piece**. If your 500-word piece is from a large body of work such as an MA dissertation or PhD thesis, you can send us several 500-word pieces as long as these are from different sections/chapters**. Please remember that we do not provide a proofreading service.**
* Advice: We would prefer it if you could send us a different piece of writing for each drop-in session. You would benefit from getting feedback from different tutors (but not on the same 500 words).
* Please note that there are 4 tutors doing drop-in sessions. This means that you are likely to receive feedback and comments from a different tutor each time you send us a piece of writing. If you prefer to continue working on the same piece of writing with the same tutor, please email the englishlanguage@lincoln.ac.uk to explain this and we will try to connect you to the right tutor. You may have to wait for this.

**Policy on Lateness (if you book a video talk via Microsoft Teams)**

* **Students are expected to attend all their appointments on time.** They should be ready for the meeting **5 minutes before their appointment**. It is considered disrespectful to be late. **So please make sure your equipment and WIFI connection are in good working order.**
* If a student is **late by 10 minutes**, the session is **automatically cancelled**. **If you miss a session, you will have to request another one following the same procedure described above.**

**Cancellation Policy**

* Students have the right to cancel video sessions. They should cancel by either:
	+ Clicking the **cancellation link** in the appointment confirmation email

OR

* + **sending an e-mail** to englishlanguage@lincoln.ac.uk **ideally 24 hours before the appointment.**

**Absence Policy**

Students are expected to notify the ELC if they think they cannot attend their online appointment. If students are absent from **2 sessions in a term** without formally cancelling, the ELC has the right to suspend the student from booking sessions for **2 weeks**.

 **Session content**

* The drop-in sessions are intended to advise students on how to improve their work**. We do not provide a proofreading service.**
* **Students should be aware that not every language error will be corrected.** Tutors will identify and provide input on common/persistent errors, which the student can then apply to the rest of their assignment, and also subsequent assignments.
* If students book a video session, they are expected to be engaged, active participants during the session and are encouraged to ask specific questions.